ATTENTION: Main Line Health has not verified within their Citrix environment whether image quality meets the standards required for diagnostic interpretation and clinical decision-making. Citrix is configured to utilize a lossy compression method for transferring images to the end users display. Consequently, images may differ from those displayed on a McKesson supported hardware configuration. Due to the potential safety risks, Horizon Rad Station Distributed Lite within Citrix should not be used for diagnostic interpretation and clinical decision-making.

Citrix Receiver 4.7 for Windows has been extensively tested with Epic and is the recommended version to use on the Windows platform. Below is a list of OS platforms and the versions of Citrix Receiver that have been tested by Main Line Health.

Windows – Citrix Receiver 4.7
MacOS – Citrix Receiver 12.8.1
Mobile Devices (Apple iOS – 7.5.1, Android – 3.13.3)

Depending on your OS you are prompted to install either Citrix Receiver 4.7 for Windows or Citrix Receiver 12.8.1 for MacOS right after login to https://access.mlhs.org.

1. Open your browser and go to the following URL.
   
   https://access.mlhs.org

2. You should now be viewing the Citrix Netscaler Gateway login page. Enter your Main Line Health Network ID in the Username field and your Network Password in the Password field. Once entered click the “Log On” button to continue.
3. You should get a call on your registered phone to authenticate using Microsoft Multi-Factor Authentication. Answer the phone and follow the instructions given to authenticate. One authenticated hang up the phone.

4. You should now be at the Citrix Storefront portal (screen shot below).

5. To launch any application simply click once on the icon associated with it. If you click more than once it will launch a second instance of the application.

6. Use the application as you would normally use the application. You can open more than one Citrix application at a time too.
7. When you’re done working with an application logout of it and close it. Logging out or closing an application varies widely depending on the application itself. Some you can select “File” then “Close” from the toolbar menu. Some you can simply click the red “X” in the upper right hand corner of the application window. Ask the application administrator what the best recommended method is to logout or close the application.

8. When finished with all your Citrix based applications make sure you logout of the Citrix web portal too. To do this simply click on your name in the upper right hand part of the window and click “Log Off” from the drop down menu as shown below.

9. Good job that’s all there is to it!

**Installing, Configuring, and Using Citrix Receiver on Mobile Devices: Apple iPad, Android Tablet**

1. Go to the App Store and search for “Citrix Receiver”. Install the Citrix Receiver app.

2. Once installed launch Citrix Receiver. You’ll have to go through a quick setup the first time you use it.

   **Apple (iPad):** Click “Add Account”  
   **Android Tablet:** Click “Get Started”
3. When prompted for the address of the new account enter the URL: https://access.mlhs.org then click next.

**Apple (iPad)**

<table>
<thead>
<tr>
<th>Cancel</th>
<th>New Account</th>
<th>Next</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td><a href="https://access.mlhs.org">https://access.mlhs.org</a></td>
<td></td>
</tr>
<tr>
<td>Touch ID</td>
<td></td>
<td></td>
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<tr>
<td>Use Smartcard</td>
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</tbody>
</table>

**Android Tablet**

- Enter your server address or work email address provided by your IT department
- Add account type as Web Interface

4. Android Only – Go into Citrix Receiver Settings and Allow legacy store access.
5. A window will appear next asking you to Log On. Enter your network username, password, and the Domain MLHS.

6. You should get a Multi-Factor Authentication phone call. Follow the instructions provided. Once authenticated you can hang up the phone.

7. Your Citrix Applications should now appear. To launch a specific application scroll down until you see the one you want. Then click on the associated one to launch the application.

8. When you’re done using the application make sure you logout of it to allow the Citrix session to terminate properly. Log out of Citrix Receiver when you completely finished.

9. That’s all there is to it.

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_Last Revised: February 16, 2018_